

**CALIFORNIA HIGH-SPEED RAIL AUTHORITY  
DUTY STATEMENT**

**RPA 22-105**

<b>CLASSIFICATION TITLE</b> Information Technology Manager II	<b>OFFICE/BRANCH</b> Information Technology	<b>LOCATION</b> Sacramento
<b>WORKING TITLE</b> Chief, Enterprise Services Chief Technology Officer	<b>POSITION NUMBER</b> 311-400-1406-004	<b>EFFECTIVE</b> 2/1/2022

**GENERAL STATEMENT:**

Under the general direction of the Chief Information Officer of the California High-Speed Rail Authority (Authority), the Information Technology (IT) Manager II (ITM II) is responsible for the management and support of the IT Enterprise Services Division, consisting of Data Services, Infrastructure Operations; and Desktop and Mobile support. Directly and through subordinate resources, the incumbent provides leadership and technical direction to technology professionals in support of data management, legacy and cloud infrastructure, and end user support.

As the Chief Technology Officer, the ITM II, will establish the technology roadmap, establish standards, provide technical direction, and support innovation across the organization.

**This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.**

All work will be accomplished in accordance with the State Administrative Manual (SAM) sections 4800 through 5953 and Sections 6700 through 6780; Statewide Information Management Manual (SIMM); California Department of Technology policies and procedures; the Authority's IT Standards; Desktop and Mobile Computing Policy, IT Security Policy; and the Department of Finance Budget Letters.

**TYPICAL DUTIES:**

The IT Enterprise Services Chief establishes the technical direction of the IT Office and provides leadership of Authority IT and contracted staff.

The following IT Domains are applicable to the incumbent’s duties/tasks:

- Business Technology Management       Information Technology Project Management
- Client Services       Software Engineering
- Information Security Engineering       System Engineering

Percentage    Job Description/Domain  
Essential (E)/Marginal (M)

40% (E)	<p>Enterprise Services</p> <ul style="list-style-type: none"> <li>• Oversee and monitor the planning, development, and maintenance activities of infrastructure services including servers, cloud infrastructure, virtualization services, database management, and end user support.</li> <li>• Oversee the development and implementation of an enterprise data management strategy. Establish and oversee a Data Governance Committee.</li> <li>• Oversee all aspects of IT acquisitions which includes all IT goods, services, and consulting services. Provide guidance with the development of scopes of work for service contracts. Ensure compliance with the applicable policies and procedures of the Authority and the State Contracting Manual (SCM).</li> <li>• Oversee the management and administration of IT contracts to ensure compliance with applicable IT, Authority, and SCM policies and procedures.</li> <li>• Oversee and monitor all aspects of the development, implementation, and execution of IT asset management policies and procedures.</li> <li>• Oversee the development of the annual IT budget; monitor IT spend; and ensure the timely processing of invoices.</li> <li>• Ensure daily, weekly, monthly, and/or annual status reports and graphical reporting aids or dashboard are completed and provided on time with a high degree of accuracy.</li> </ul>
30% (E)	<p>Chief Technology Officer (CTO)</p> <ul style="list-style-type: none"> <li>• Collaborate with the CIO and other IT Leadership to envision and execute the IT strategic and technology roadmap.</li> <li>• Research and maintain knowledge of emerging technologies and trends and develop plans to ensure the Authority’s technical footprint supports the changing needs of the organization.</li> <li>• Establish enterprise architecture standards and monitor compliance.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and manage IT governance processes to ensure IT activities are in alignment with Authority priorities and objectives.</li> <li>• Advise leadership, staff, and clients on matters regarding IT trends and best practices.</li> </ul>
20% (E)	<p>Administrative and Management</p> <ul style="list-style-type: none"> <li>• Provide direction, guidance, and leadership to subordinate managers, staff, or contracted personnel in implementing and maintaining enterprise services.</li> <li>• Foster an environment of teamwork and collaboration and recognizes and communicates individual and team accomplishments.</li> <li>• Identify and document performance or conformance issues, develop improvement plans, provide opportunities for continuous learning.</li> <li>• Ensure that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM) and California Government Code (GC).</li> <li>• Provide strong oversight of subordinate contract managers, holding them accountable for ensuring that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, SCM, and GC.</li> <li>• Lead the development of Budget Change Proposals (BCPs), Agency Information Management Strategy (AIMS); Software Management Plan; IT Cost Report; and other required Control Agency or Legislative Reports.</li> <li>• Contribute to workforce planning, budgeting, and succession planning.</li> <li>• Collaborate with the CIO and other leadership on the development of an enterprise IT Governance Committee and participate in ongoing governance activities, as defined and deemed necessary.</li> </ul>
10% (E)	<p>Other Duties.</p> <ul style="list-style-type: none"> <li>• Represent the IT Office in meetings with Authority management and staff.</li> <li>• Represent the Authority in meetings, workshops, or forums related to technology direction and planning.</li> <li>• Maintain up to date knowledge about state policies and processes and industry best practices related to IT administration.</li> <li>• Invest in personal development through continuous education to maintain position-related knowledge.</li> </ul> <p>Other job-related duties as required.</p>

**KNOWLEDGE AND ABILITIES:**

**Knowledge of:**

A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of

discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

The principles of personnel management, supervision, and training; the department's mission, policies, principles and practices; business management principles involved in strategic planning, resource allocation, leadership, coordination of people and resources; budget management; organizational roles and responsibilities and the ability to tailor training appropriately.

Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Emerging technologies and their applications to business processes; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

**Ability to:**

Manage through subordinate supervisors; supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions;

foster a team environment through leadership and conflict management; and analyze the effectiveness of the backup and recovery of data, programs, and services.

### **DESIRABLE QUALIFICATIONS:**

- Ability to establish and maintain cooperative working relationships with all levels of staff, management and vendor partners; communicate effectively with executive leadership, peers, end users, technical staff and partners, oversight agencies and other stakeholders;
- Ability to prepare or direct the preparation of clear and concise documentation (e.g., architecture diagrams, technology recovery plans, security plans and policies, roadmaps, business case justification, etc.);
- Ability to research and conduct analysis of technical solutions and provide recommendations that support the Authority's technical direction;
- Ability to meet business needs through innovative solutions in a fast-paced environment;
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment;
- Ability to communicate effectively in a clear and concise manner;
- Ability to communicate complex technical information in a manner easily understood by non-technical stakeholders;
- Knowledge of Amazon Web Services (AWS);
- Knowledge of network architecture;
- Knowledge and experience with the state budgeting process;
- Demonstrate a service-oriented, customer relations-sensitive attitude;
- Aptitude and desire for continuous learning;
- Willingness to work excess hours to achieve business results.

### **INTERPERSONAL SKILLS**

- Ability to act tactfully in difficult situations; negotiate and resolve issues without confrontation; follow, lead, and coach others; and communicate in a clear and concise manner.
- Ability to maintain confidentiality of sensitive information.

### **SUPERVISION EXERCISED OVER OTHERS:**

Directs a multi-disciplined staff consisting of subordinate managers, state and contracted technologists, at various levels who are responsible for IT security services, infrastructure, network, and client support.

### **CONSEQUENCE OF ERROR:**

The IT Manager II has broad decision-making authority. Consequence of error at this level may have statewide and enterprise-wide impacts. Consequences include lost

funding, failed business strategy, poor customer service, risk exposure, and loss of business continuity.

**PHYSICAL, MENTAL, AND EMOTIONAL ABILITIES:**

The employee must be able to focus for long periods of time, multi-task, adapt to changes in priorities and complete tasks or projects with short notice. Incumbent will be required to use a computer, mouse and video display terminal and will be required to sit for long periods of time at a computer screen. The employee must develop and maintain cooperative working relationships and display respect for others in all contact opportunities.

**WORK ENVIRONMENT:**

Employee will work in a climate-controlled office which may fluctuate in temperature and under artificial light. The employee will also be required to:

- Carry a cell phone and respond to calls after hours to provide resolution to IT system problems or other urgent business needs;
- Work after hours, as necessary;
- Effectively work under pressure; and
- Travel, as necessary

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Name of Employee: \_\_\_\_\_

Signature:	Date:
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Name of Supervisor: \_\_\_\_\_

Signature:	Date:
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